

ST MARTINS GATE SURGERY

Issue 33

August 2017

Please note that the surgery will be closed on

Bank Holiday August 28th.

In an emergency please call **111** over the bank holiday weekend.



Sometimes we may be running late...

There are occasions when our doctors or nurses run late during surgeries which may mean that you wait beyond your appointment time. This is usually because patients present with more than one problem or that the problem is complex and can take longer than the allocated ten minute appointment slot. The ten minutes allotted each single appointment is in line with current recommendations for appointment length.

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Occasionally the doctor's surgery may be interrupted by having to deal with an emergency and this can also cause delays.

We will always try to advise if a doctor or nurse is running late. However, please do tell reception staff if you have been waiting for more than 20 minutes, and they will be able to advise of any delays. If you are unable to wait we can offer to re-book your appointment. Your patients and understanding is much appreciated by the St. Martins Gate Surgery staff.

Late arrivals for appointments can also delay clinical staff, impact on urgent commitments including home visits and leads to inconvenience and increased waiting times for other patients. If you are more than 10 minutes late arriving for your routine appointment with a clinician, you will not be seen and will need to rebook your appointment. Please also try to remember that appointments are for **one problem** where possible. If you have **more than one problem**, please try to book a separate appointment.

NEW SERVICE: PHYSIOTHERAPY SELF REFERRAL (Started 1st July 2017)

Did you know that you can now visit the self-help website at <http://www.hacw.nhs.uk/movetoimprove>.

If after visiting this website you still require further support, please complete the electronic self-referral form available on the site.



You may have noticed a new face on front desk, our new member of staff Laura. She has been learning the ropes alongside Hannah, and will be part of the Admin / Reception team.

We will also be having a new apprentice starting this month, Naomi.

We wish them both every success in their new roles at St Martin's Gate Surgery.



From 14th August we will be having a new system installed for the use of the self check in screen and the way you are called for your appointments.

There will no longer be a scrolling screen for when you are called to your appointment, it will pop up on the television screens in the waiting room.

New instructions will be next to the check in machine once installation is complete.



Pharmacy Corner



Get better without using antibiotics

It's important to get the right treatment for common illnesses such as colds and coughs without encouraging antibiotic resistance.

How should I treat my cold?

The best way to treat most colds, coughs or sore throats is to drink plenty of fluids and to rest. Colds can last about two weeks and may end with a cough and bringing up phlegm. There are many over the counter remedies to ease the symptoms— paracetamol, for example. Ask your pharmacist for advice. If the cold lasts more than three weeks, or you become breathless or have chest pain, or already have a chest complaint, see your doctor.

What about my children, they're always getting coughs and colds?

It's very common for children to get coughs and colds, especially when they go to school and mix with other children. Ask your pharmacist for advice. If they symptoms persist and you are concerned, see your doctor but you shouldn't expect to be prescribed antibiotics.

Why should antibiotics not be used to treat coughs and colds?

All colds and most coughs and some sore throats are caused by viruses. Antibiotics do not work against infections, such as colds caused by viruses. Viral infections are much more common than bacterial infections.

What are antibiotics?

Antibiotics are important medicines used to treat infections caused by bacteria. Bacteria can adapt and find ways to survive the effects of an antibiotic. They become 'antibiotic resistant' so that the antibiotic no longer works. The more often we use an antibiotic, the more likely it is that bacteria will become resistant to it. Some bacteria that cause infections in hospitals, such as MRSA, are resistant to several antibiotics.

Why can't different antibiotics be used instead?

They can, but they may not be as effective, and they may have more side-effects. And eventually the bacteria will become resistant to them too. We cannot be sure we will always be able to find new antibiotics to replace the old ones. In recent years fewer new antibiotics have been discovered.

How can antibiotic resistance be avoided?

By using antibiotics less often we can slow down the development of resistance. It's not possible to stop it completely, but slowing it down stops resistance spreading and buys some time to develop new antibiotics.

What can I do about antibiotic resistance?

By only using antibiotics when it's appropriate to do so. We now know that most coughs and colds get better just as quickly without antibiotics. When they are prescribed, the complete course should be taken in order to get rid of the bacteria completely. If the course isn't completed, some bacteria may be left to develop resistance.

So when will I be prescribed antibiotics?

Your doctor will only prescribe antibiotics when you need them, for example for a kidney infection or pneumonia. Antibiotics may be like-saving for infections such as meningitis. By not using them unnecessarily, they are more likely to work when we need them.

Further information can be found on the following websites:

www.nhs.uk/antibiotics or <http://www.whenshouldiworry.com>